Blue Offices

We have local Blue offices in all of the countries where we have a presence throughout Africa, where our friendly, capable staff will assist in resolving your queries. These offices are open from Mondays to Fridays 9h00 to 16h00 and the physical addresses and contact details are available under Contact Us on the Blue website (www.libertyhealthblue.com).

Email Communications

Our direct enquiries mail service allows you to have your queries resolved speedily via email. Simply email us at info@libertyhealthblue.com and a friendly Blue staff member will attend to your query and get back to you.

Interactive Website www.libertyhealthblue.com

Our user-friendly and practical website puts you in control, enabling you to resolve most simple queries at your own convenience any time of day or night. The information that you can access is real-time and therefore always up to date. Some of the online functions include tracking the status of submitted claims, checking benefit usage to date and what benefits are still available, viewing your premium history, finding a service provider in your area or accessing general health information. Although password controlled for confidentiality reasons, registration is easy and the website is available 24 hours a day.

LIBERTY HEALTH

LIBERTY GROUP LIMITED
Registration number 57/02788/08
Head Office PO Box 10499, Johannesburg 2000
LibCentre, Ameshoff Street, Braamfontein, Johannesburg, South Africa
Website www.liberty.co.za

BLUE

Healthcare that works where you work

Online Enquiries User Manual

BROUGHT TO YOU BY
LIBERTY HEALTH

What is Online Enquiries:

As a valued provider of Liberty Health **BLUE** we would like to ensure that you have all the information that you require at your finger tips at any time of day or night. We have launched our **BLUE** Online Enquiries self-service facility that allows you to do just this, meaning that you have improved access and more control of your health insurance through this great facility.

Amongst other information, the following can be obtained when using this service on-line:

- **Personal details** (review personal details)
- **Claims transactions** (review all claims transactions against benefits)
- **Benefit utilisation** (review benefits utilized for payment of Medical Scheme claims)
- **View statements** (review past and present statements of the applicable Medical Scheme membership)
- **Premiums** (review premiums history)
- **Enquiries** (review the history and details of enquiries made)
- **Product lookup** (Medicine and related information, etc.)
- **Health information lookup** (Health related topics regarding various medical conditions and treatments applicable, lifestyle advise, etc.) You will also be able to view correspondence and statements, as well as scanned images of claims.

This comprehensive website is on hand to offer you secure 24/7 access to all your current information and health transactions. Use this as the first port of call when you have enquiries. It is the most cost effective means for us to interact with each other. Further, the login process is easy and secure, and using this site will serve to keep you informed and empowered.

How to register for Online Enquiries Access:

These services are available to members, healthcare service providers, and scheme executives, by registering on the website and being issued with a security pin. Registration can be done in real-time online or via contacting a service consultant within the contact centre (per telephone, fax or email).

To register for web access passwords you may use any of the following methods:

1) **Register online immediately by completing this password registration form.**
   To do this go to www.libertyhealthblue.com and click on the **Login** in link at the top right of the page. Click on register. You will be required to enter certain personal details, which will be verified on the system. If this matches the information we have on record, a password will be generated and sent to you immediately.

2) **Phoning your BLUE front office to have a password activated**
   Front office line - Office hours (9:00 – 17:00)
   Telephone:
   Fax:
   Address:

Follow these simple steps outlined above to register online for your BLUE web access. You will be sent a confirmation of your registration and password. If you have registered for BLUE web access and received your password, then you may log in through the BLUE website Login tab, otherwise please email us at info@libertyhealthblue.com and an agent will assist you to register for access.

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LIBERTY HEALTH

1

BLUE
Healthcare that works where you work
HOME
KEY BENEFITS
WELLNESS
DAY-TO-DAY BENEFITS
HOSPITAL BENEFITS
HIV/AIDS PROGRAM
EMERGENCY BENEFITS
SERVICE EXCELLENCE
CONTACT US
PRODUCTS
Blue Launches New High end Health Insurance Products.
LOGIN
DOWNLOADS
Liberty Health BLUE will transform private health insurance across Africa and other emerging markets. By creating a viable, truly pan-African healthcare program, employees will be offered standardized healthcare benefits, wherever they are in Africa.
Liberty is part of the Standard Bank Group - a leading South African-based financial services company with a global presence. Standard Bank operates from 17 countries in Africa and 20 on other continents, including the key financial centres of Europe, the Americas and Asia.
Around 80% of the world's population live in emerging markets. Our vision is to make a real difference to financial and healthcare services in these markets in which we operate. Standard Bank Group invests in local capacity, creating strong local teams to ensure we remain relevant to the customers and communities we serve in different countries. This unique understanding of local conditions, cultures and market drivers - together with our shared systems and global distribution capability - allows us to provide products and services tailored to the needs of both local customers and international investors and institutions looking for world-class healthcare solutions and service excellence for their employees in Africa.
The group of choice for emerging markets
LIBERTY HEALTH
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home | key benefits | wellness | day to day benefits | hospital benefits | hiv/aids program | emergency benefits | service excellence | contact us

Open www.libertyhealthblue.com

2

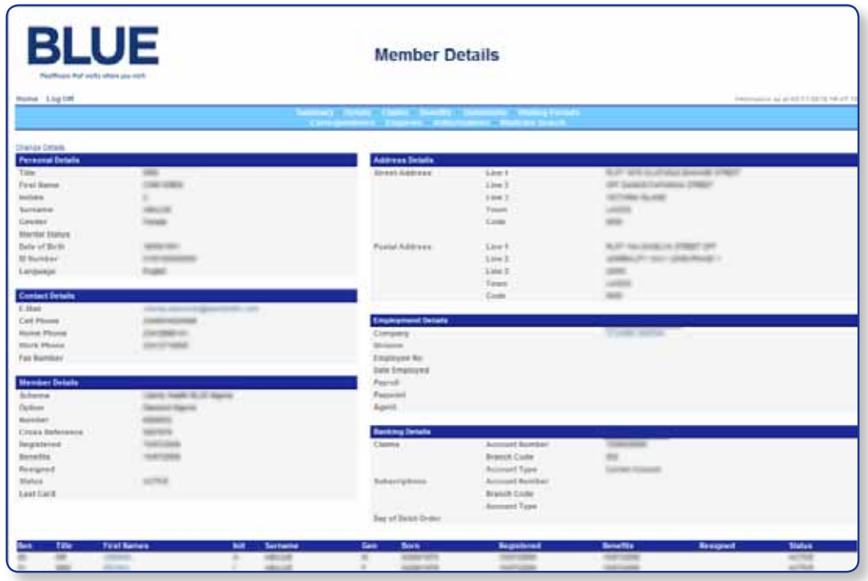
BLUE
Healthcare that works where you work
HOME
KEY BENEFITS
WELLNESS
DAY-TO-DAY BENEFITS
HOSPITAL BENEFITS
HIV/AIDS PROGRAM
EMERGENCY BENEFITS
SERVICE EXCELLENCE
CONTACT US
LOGIN
DOWNLOADS
1
LOGIN
Login to Online Enquiries
You have entered this site insecurely - click here to go to the secure site
For more information, allow your cursor to hover over the field names.
Register
2
Processo de Registo de Membros On-Line
3
Login
Password
Login Type
Member
Provider
Agent / Broker
Administrator
Group
Employer
5
The Online Enquiries is a free enquiry facility provided to members and service providers connected with a scheme administered by Liberty Health Blue. This facility allows registered users to access their relevant member information, including personal details, claims history, the process status of submitted claims, benefits available and premiums, on-line, in real time.
You will also be able to view correspondence and statements, as well as scanned images of claims.
4
Login
Reset
If you have applied for a password and it has been activated, then you may log in, otherwise complete the password registration form.
LIBERTY HEALTH
Liberty Health © 2011 | disclaimer | Double Distilled By Firewater Interactive
home | key benefits | wellness | day to day benefits | hiv/aids program | emergency benefits | service excellence | contact us

1. Click on login tab.
2. For first time users you need to register first
3. If you have your membership number & password from registering, use member number for login & password
4. Login when details have been entered ensuring that the 'member' selection is ticked
5. Explanation of information available on online enquiries

3

6. Tabs of information/services offered.
7. Summary of your personal details captured on the system. Click on 'change your details' to update.
8. Summary of your last 5 claims. Information of actual claim, provider & date settled.
9. Summary of your last 6 transactions with Blue. Click on reference in blue for more details on claim transaction.
10. Blue enquiries email address – contact Blue by emailing us using this address.

4

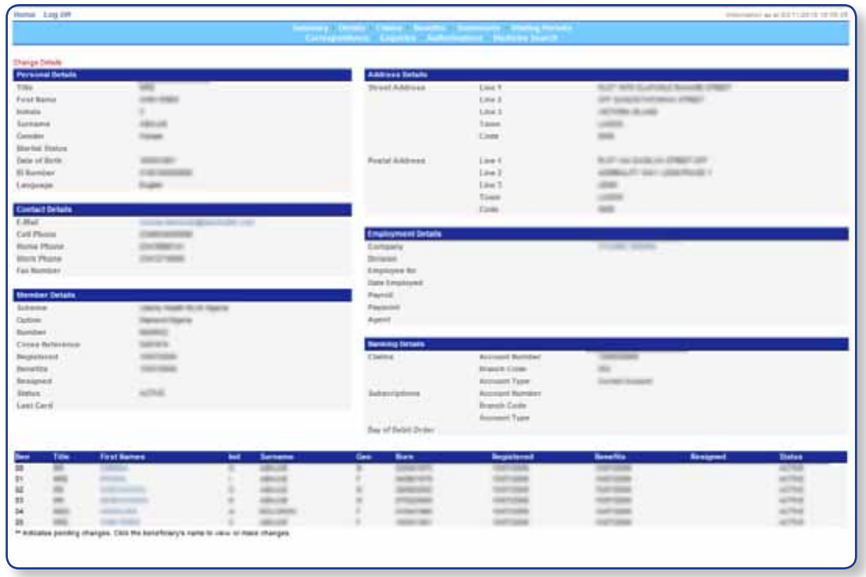


11. All personal details are captured on this page if any details are incorrect or need to be added or updated, click on 'change details' or email info@libertyhealthblue.com to advise us of the change.

    To change bank details, dependant details or to add a dependant please complete Blue amendment form at www.libertyhealthblue.com (put forms here) and submit completed form to your local Blue office.

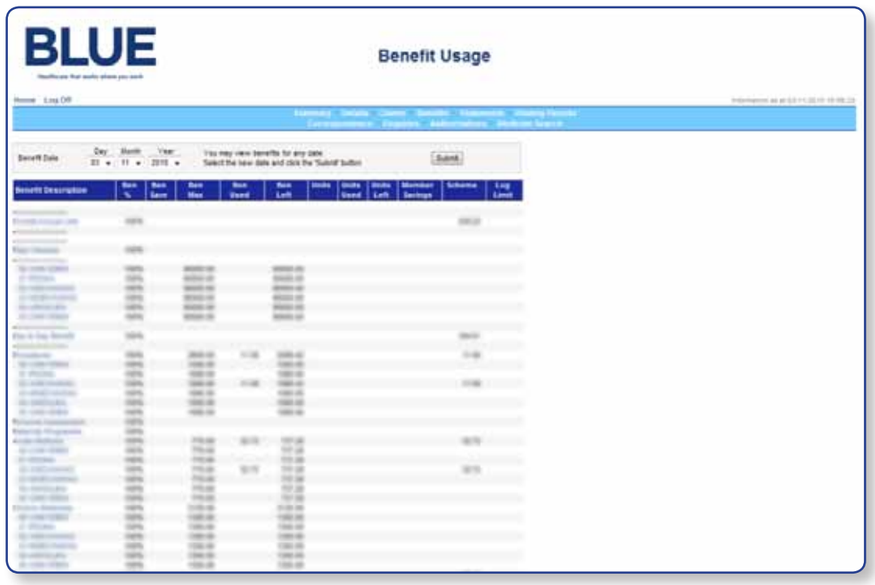
Next

5



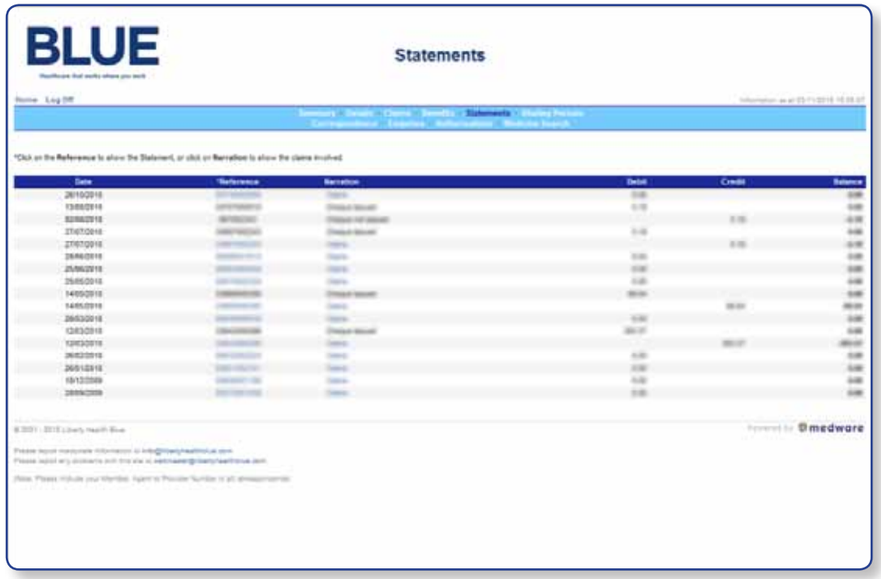
To change details, click on the heading when highlighted in red and an online form will display to allow you to change any personal details that are incorrect or not up-to-date.

6



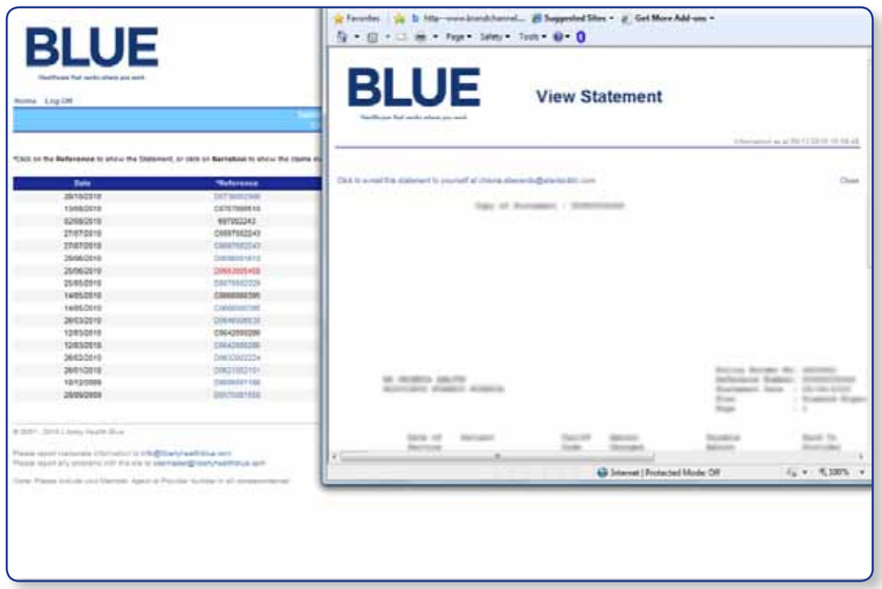
12. Benefit usage – shows usage at Blue cover for each member & all dependants. You can use this page to see how much of each benefit for each member has been used and how much is left over for use. It is a good idea to always check that you and your dependants have enough cover left on your benefits prior to visiting service providers as your claims costs will only be covered by Blue if there is sufficient cover for the service/treatment provided. The Blue bar moves down as you scroll down. Click on blue text for more information.

7



13. All your statements of claims and transactions are detailed on the statements page.
    This is a log of all transactions on your Blue membership. Use the reference number or claims to view details of any particular transaction.

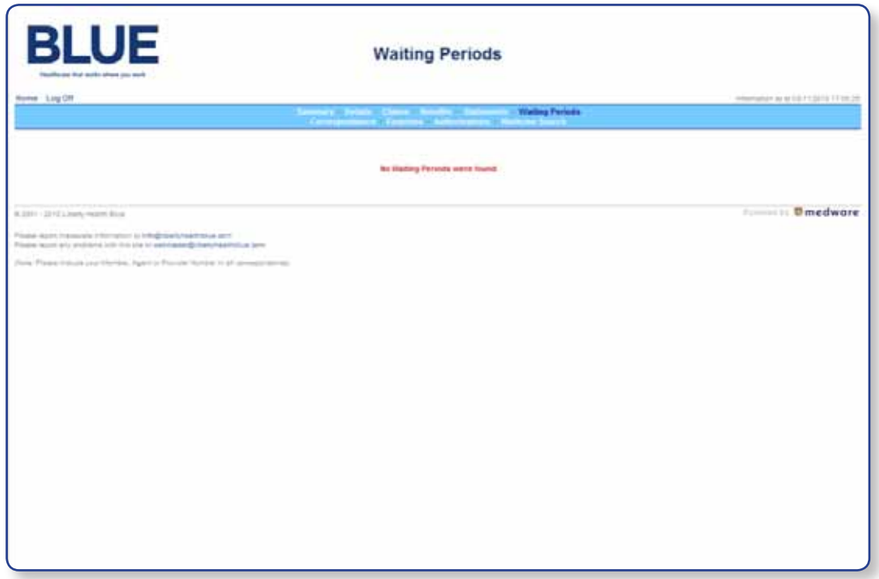
8



Clicking on reference will show you a view of a particular statement of claims and transactions on your Blue membership.

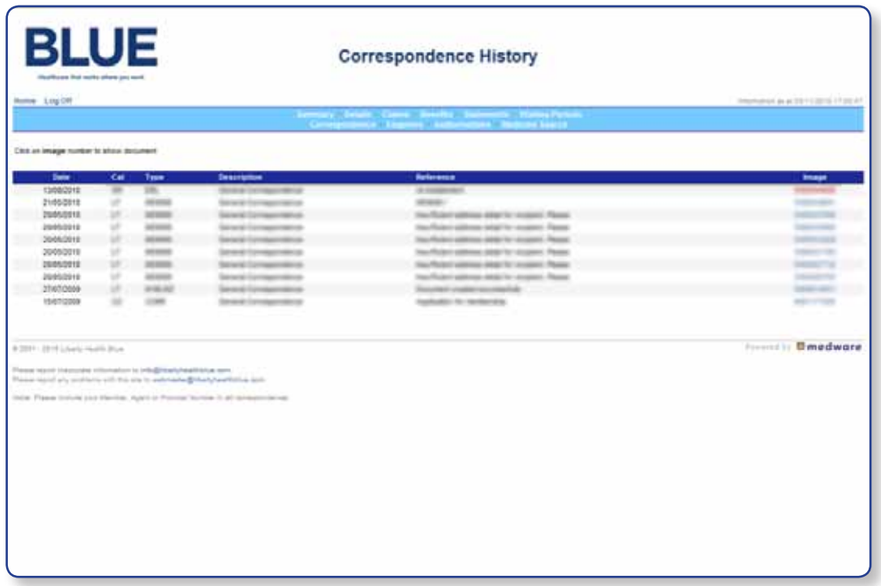
Next

9



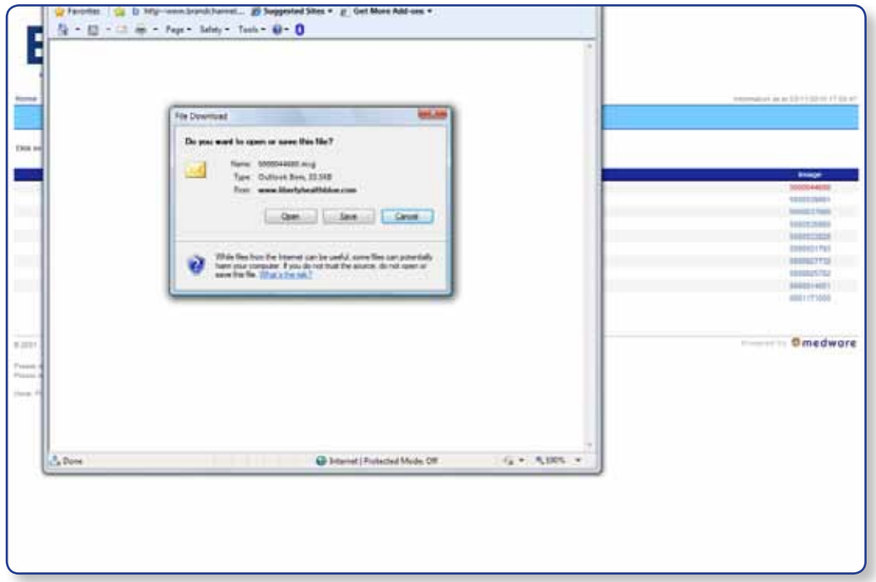
14. Waiting periods on principal or dependant memberships are detailed on the waiting periods screen. The start and end date as well as length of waiting period is recorded.

10



15. Correspondence history captures all the general correspondence that has taken place on a particular Blue membership since inception.
    This records all correspondence that has been sent from Blue to a member or provider with regards to a particular transaction on the membership.
    Click on image number to view the actual correspondence.

11



This screen will display when you have make a request to view a specific piece of correspondence. You have the option to save it or open it immediately.

12

16. Enquiry history – all enquiries logged to date are captured, including info on dates on which the enquiry was started and completed, the type of enquiry and logging information as to when the enquiry was logged by the back office.

Next

13

17. Authorisations – Any pre-authorisations that have been given/approved for treatment or emergencies are recorded here. The case number, member, date and case type are recorded.

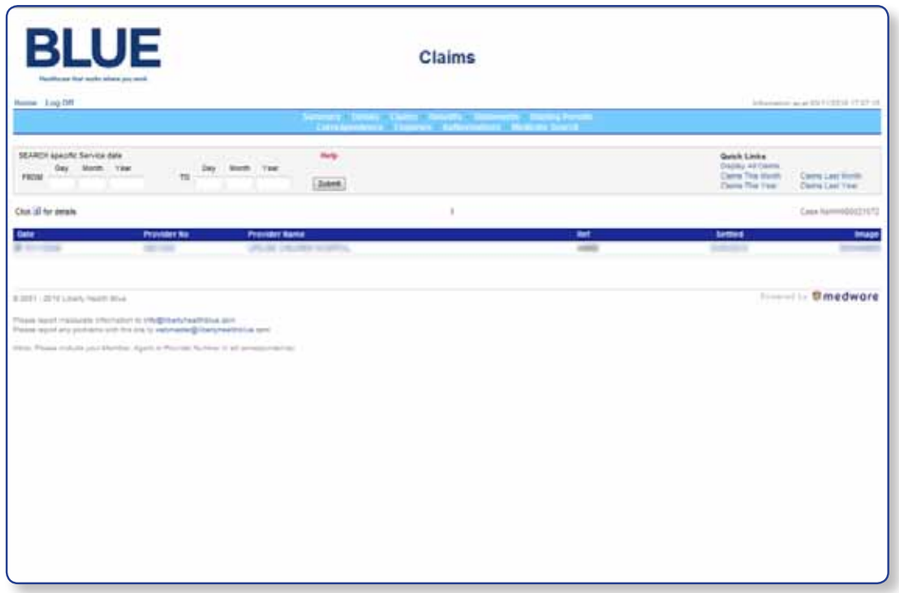
14

To view details for the case in case number and information regarding the particular case will be shown.

15

Clicking on a specific case number will bring up more detailed information regarding the case such as Provider details and clinic/hospital details as well as Admission and Discharge date.

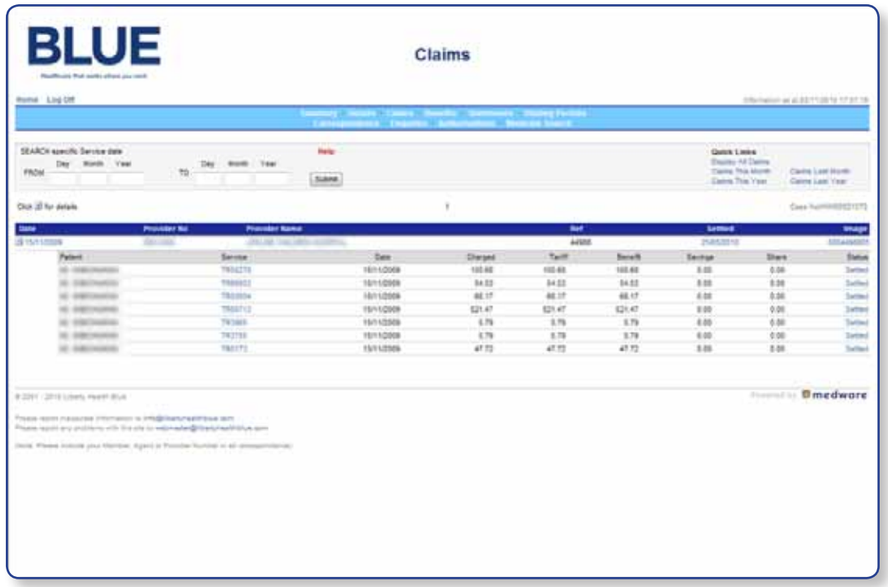
16



18. Claims – displays any claims recorded on this membership. Make use of the date search or quick link tabs to search claims for a particular period. High level information on the claim is provided such as date, provider, a reference, date of settlement and image number (the actual scanned claim).
By using + the detail itemised claim will be shown.

Next

17



On the itemised view more detail on the claim is presented including amounts charged by the provider, the tariff covered by Blue, the benefit amount and the status of the claim.

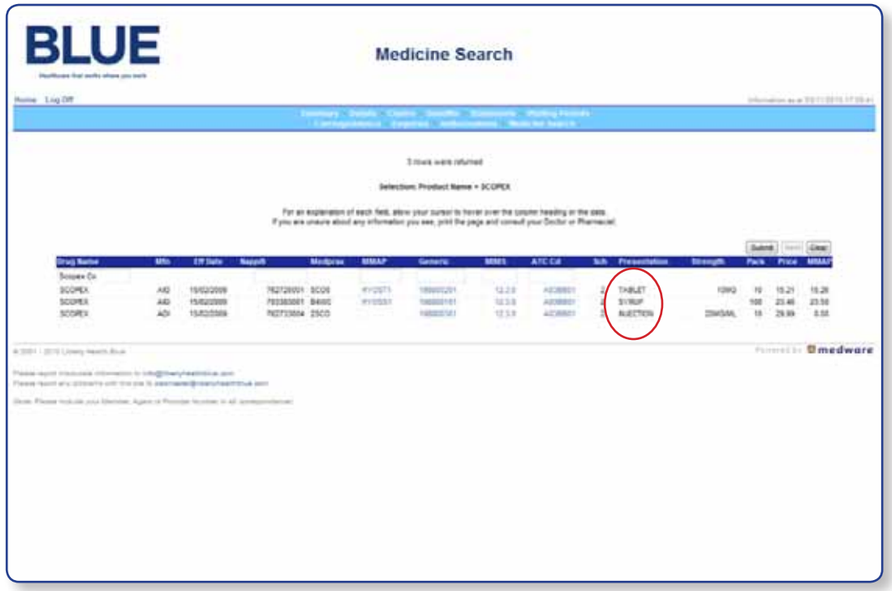
18

19. Use the Medicine search to find certain codes and equivalent medicines. Hover your pointer over the dark blue title car for an explanation of each of the fields. An example using a standard medicine name is shown below.
    MMAP - Maximum Medical Aid Price - what schemes will be pay up
    ATC - Drug category/class
    Presentation - Form/type eg. tablet or syrup

19

Type in name of Medicine in the space provided under Drug search. This example uses the drug Scopex CO.

20



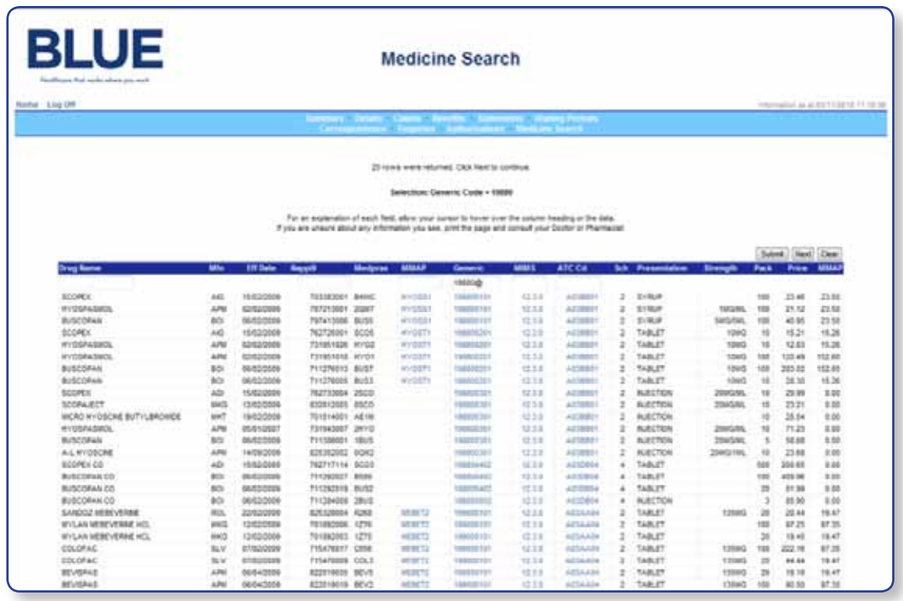
The system identifies all the drugs names related to your search. In this example there are 3 types of Scopex Co. which differ by presentation.

Next

21

You can use the generic code (simply by clicking on it) to source other drugs that are regarded as generics or similar to the drug that you have searched for.

22

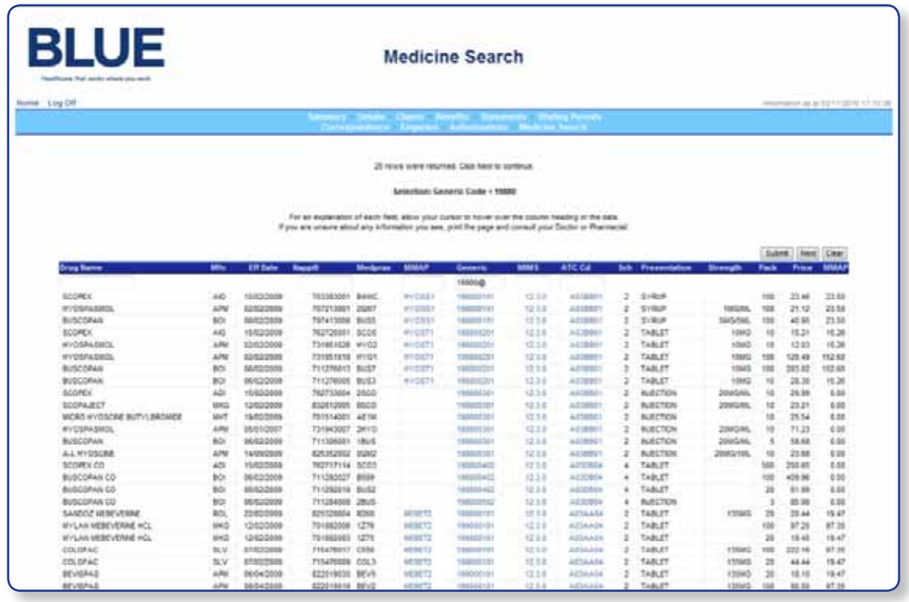


By clicking the generic code all drugs with the same code are presented.

23

To search products with the same ATC code click on he ATC code of the drug type that you have searched for

24



Clicking on the MIMS code for a particular drug type will dispay all drugs recorded on the system with the same MIMS code.

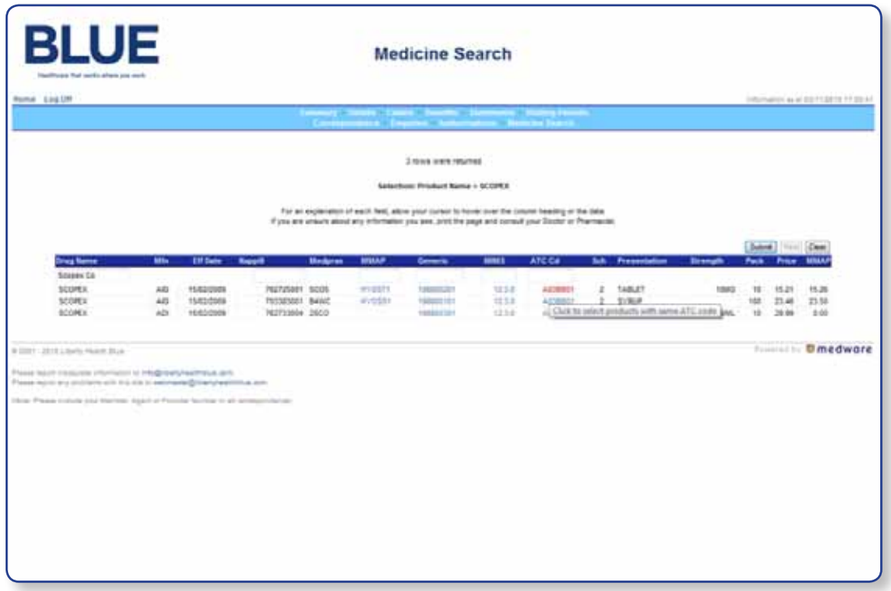
Next

25

BLUE
Medicine Search
Home Log Off
2 rows were returned
Selection: Product Name = SCOPEX
Submit Print Clear
Drug Name Mfr Eff Date Suppl# Medpras MMAP Generic MMS ATC C# Sch Presentation Strength Pack Price MMAP
Sclaxo Co
SCOPEX AG 15/02/2009 782725001 SC05 1 TABLET 10MG 10 15.21 15.26
SCOPEX AG 15/02/2009 782383001 B4WC 1 SYRUP 100 23.45 23.50
SCOPEX AD 15/02/2009 782733004 2SCO 1 10 26.99 0.00
Click to select products with same MMS code
medware

To search products with the same ATC CD code click on the ATC CD code of the drug type that you have searched for.

26

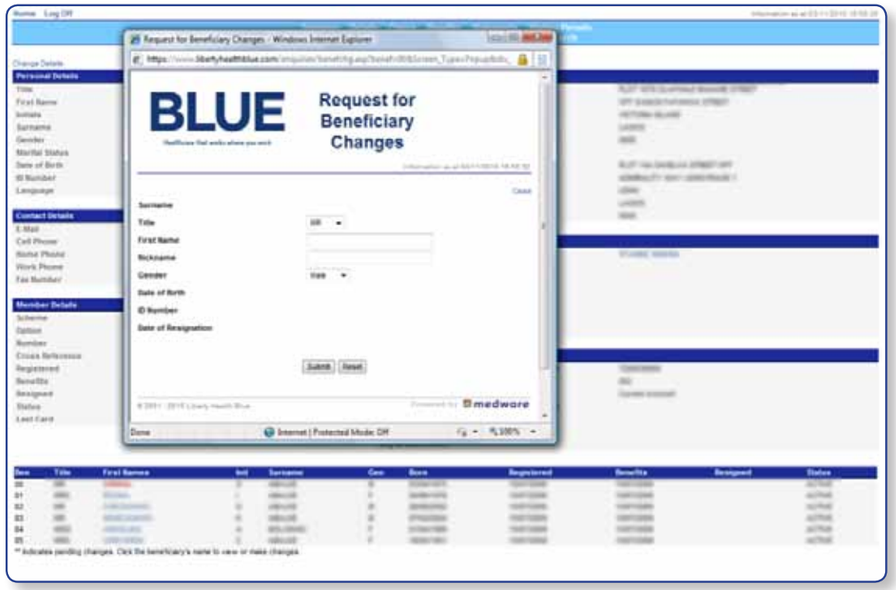

BLUE
Medicine Search
Home Log Off
2 rows were returned
Selection: Product Name = SCOPEX
Submit Print Clear
Drug Name Mfr Eff Date Suppl# Medpras MMAP Generic MMS ATC C# Sch Presentation Strength Pack Price MMAP
Sclaxo Co
SCOPEX AG 15/02/2009 782725001 SC05 1 TABLET 10MG 10 15.21 15.26
SCOPEX AG 15/02/2009 782383001 B4WC 1 SYRUP 100 23.45 23.50
SCOPEX AD 15/02/2009 782733004 2SCO 1 10 26.99 0.00
Click to select products with same ATC code
medware

Clicking on the ATC CD code for a particular drug type will display all drugs recorde

27

This is an example of the online form that appears and allows you to change personal details.

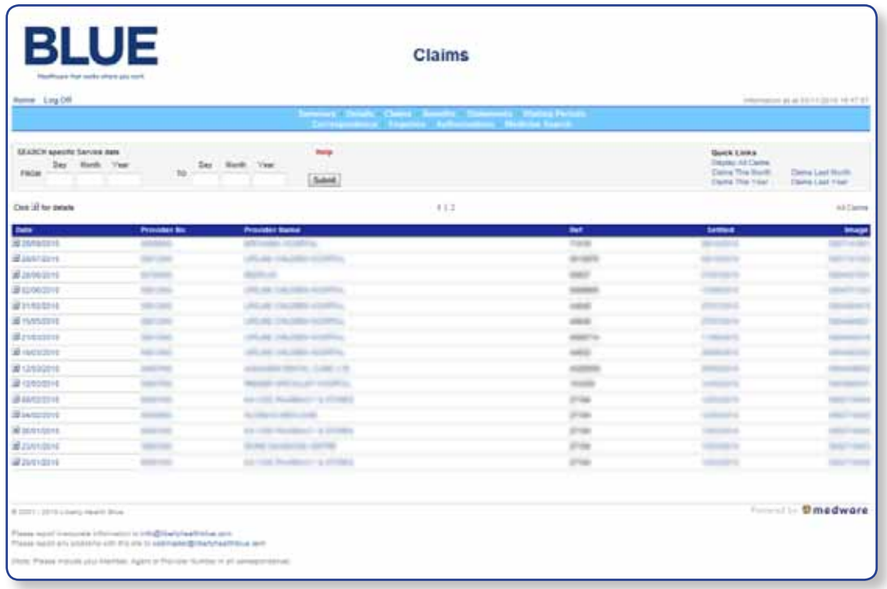
28



To make changes to Beneficiary details, click on the Beneficiary that you would like to make changes for. A pop-up screen displaying their details will be displayed. Ensure details are correct and click submit, if changes were made.

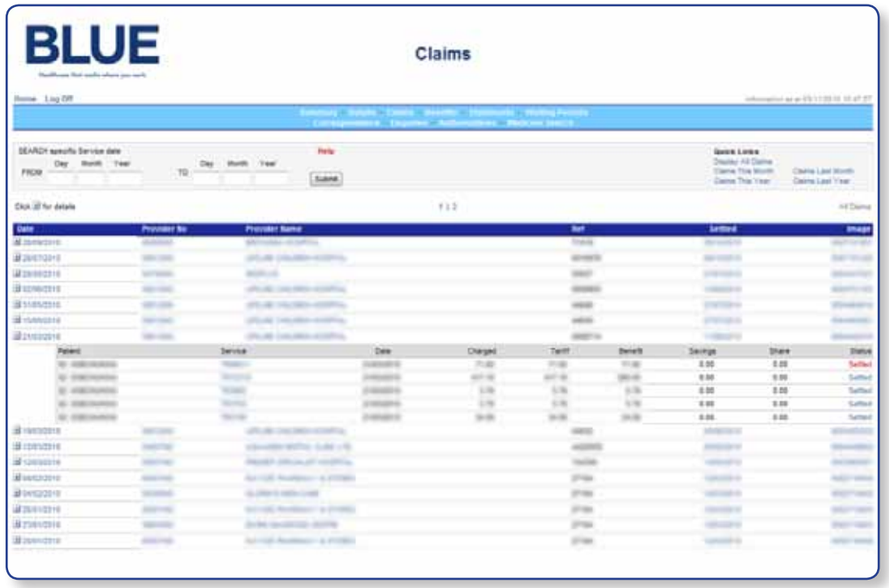
Next

29



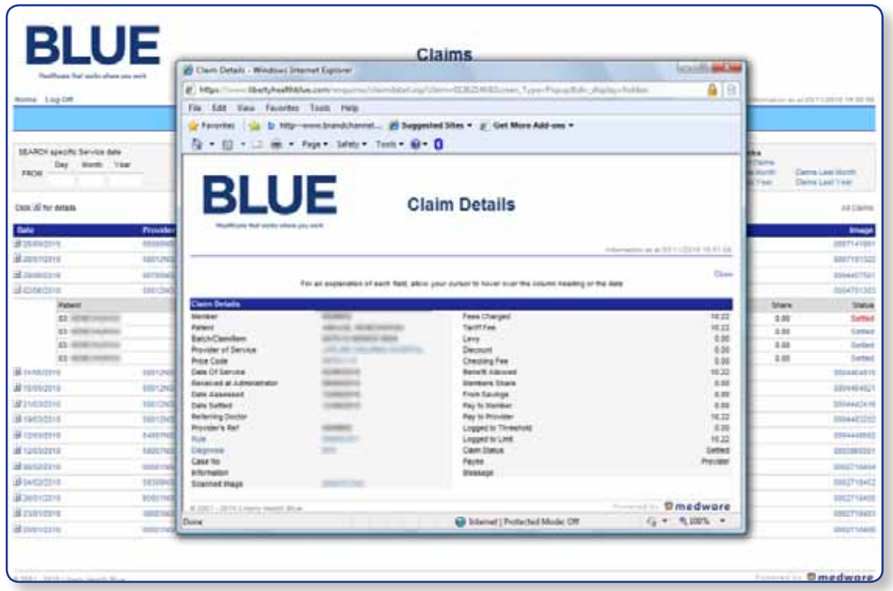
Claims shows claims recorded on this membership account for principal member and dependants.
Make use of the date search or quick link tabs to search claims for a particular period. Highlighted information about the claim is provided such as date, provider name and number, a reference no., date of settlement and an image (actual scanned claim). By clicking ⊞next to each line item, a detailed claim will be displayed. Clicking on any of the blue items will display more detailed information.

30



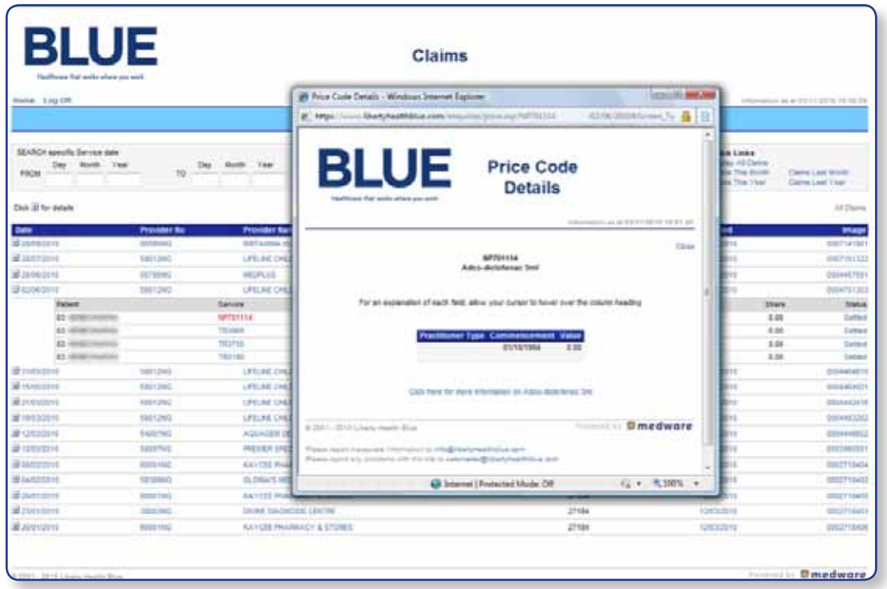
The detailed information displayed contains more information on the claim amount, what amount was charged by the provider, tariff amount that Blue pays at and the amount of the Benefit used.

31



By clicking on the 'Settled Field' full information on the settlement of the claim is provided.

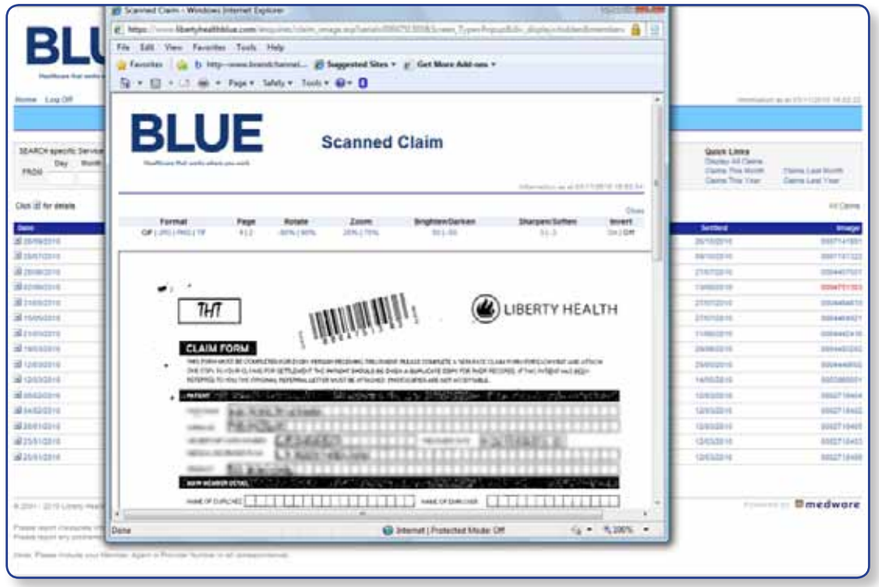
32



By clicking on Service, all the price code details of the treatment provided are displayed.

Next

33

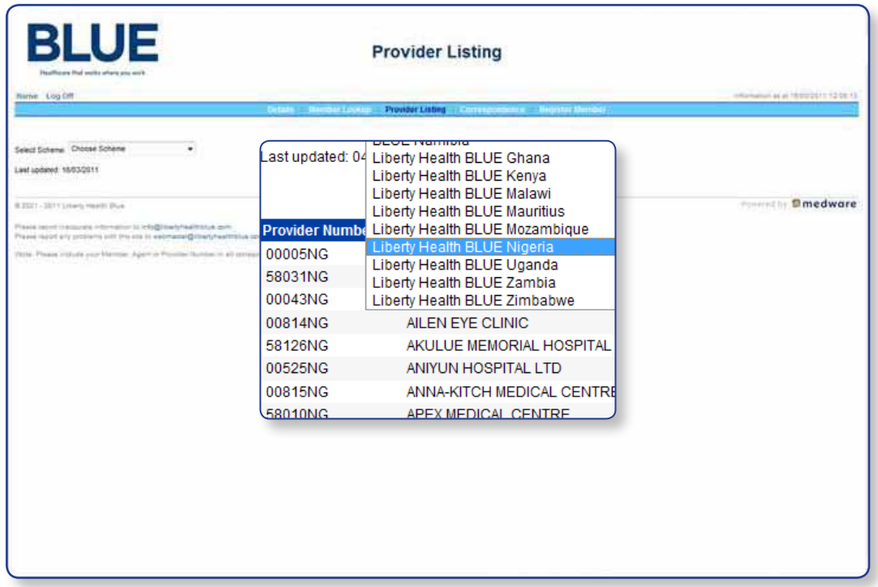


By clicking on the image number, the actual scanned claim form is displayed.

34

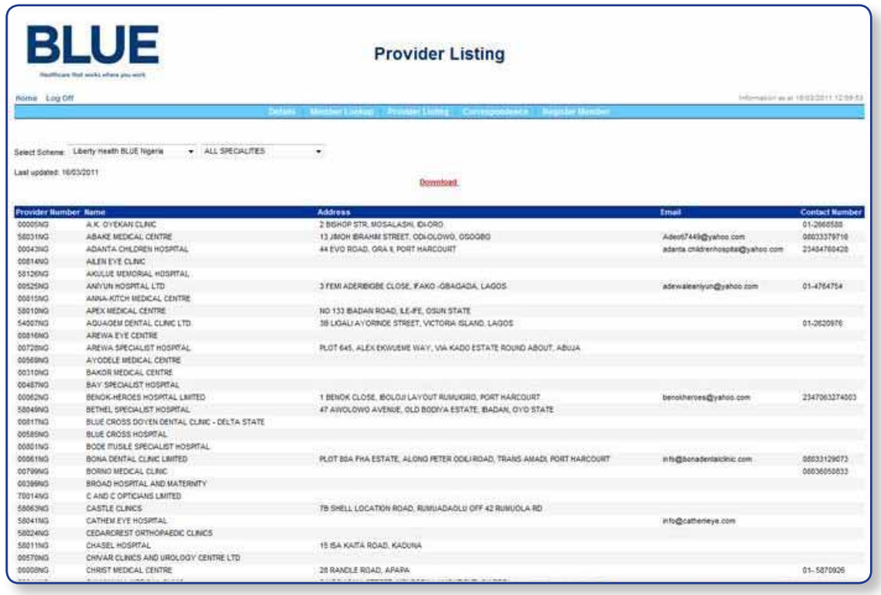
By using the options at the top of the screen, the scanned claim can be adjusted in format, size, position, brightness and sharpness for easy reading.

35



To find the list of providers on our Blue network click on “Provider Listing” in the top menu. Use the drop-down box to select the appropriate scheme and to display the providers linked to that scheme.

36



You can download the list that is displayed on the screen in a word document to save, email or print.